



U.S. Department
of Transportation

**Federal Transit
Administration**

Headquarters

1200 New Jersey Avenue, SE
Washington, DC 20590

SENT VIA EMAIL

March 18, 2025

Mr. Phillip Eng
General Manager
Massachusetts Bay Transportation Authority
10 Park Plaza
Boston, MA 02116

Subject: Response to Closeout Request for FTA-22-MBTA-CAT4-4 (Technical Training)

Dear Mr. Eng:

On February 7, 2025, the Massachusetts Bay Transportation Authority (MBTA) submitted a Corrective Action Plan (CAP) closeout request for FTA-22-MBTA-CAT4-4 (Technical Training). MBTA developed this CAP as part of its response to findings issued in Category 4 of Special Directive (SD) 22-12: Operating Conditions and Policies, Procedures, and Training. The Federal Transit Administration (FTA) issued this SD in April 2022 to address the findings of a Safety Management Inspection (SMI).

Closeout Approval for FTA-22-MBTA-CAT4-4 (Technical Training)

MBTA submitted this CAP on January 13, 2023. This CAP includes 17 action items to address the following SD 22-12 finding and required action:

- **Finding 4:** Technical training for operations and maintenance departments is under-resourced and decentralized, without sufficient resources and direction, and relies significantly on on-the-job-training (OJT) which is informal and lacks oversight. Emergency response training is poorly integrated into overall training program.
- **Required Action 4.A:** MBTA must conduct a training needs assessment for rail transit operations and maintenance departments, to include emergency response training. This assessment should identify training that needs to be updated, developed, and supported with additional resources.
- **Required Action 4.B:** MBTA must implement the results of the training needs assessment.
- **Required Action 4.C:** MBTA must consider opportunities and adopt technology and other resources to support training development and training management and record-keeping.

Between October 1, 2022, and November 1, 2024, MBTA undertook the following CAP action items (and submitted documentation regarding their completion):

- Developed an advisory group
- Conducted a strategic planning session
- Migrated training documentation into LMS
- Procured consulting services for Operations training
- Onboarded the consultant
- Completed a third-party gap analysis and benchmarking of training in operations
- Established a schedule for implementation of proposed opportunities
- Developed a labor model/resource assessment
- Developed and formalized content for Operations training
- Procured consulting services for centralized training governance
- Onboarded consultant
- Developed a plan for centralized training governance
- Developed training plan documentation
- Developed process for updating training plans
- Developed metrics to measure success
- Developed digital solution to provide access to training
- Performed CAP verification

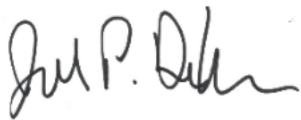
FTA carefully evaluated the submitted documentation and reviewed submissions with MBTA during biweekly meetings on SD 22-12 between October 2022 and January 2025.

Based on review of these submissions, FTA finds that these completed action items adequately satisfy the requirements of FTA-22-MBTA-CAT4-4 and this CAP may now be closed.

Conclusion

This CAP closure represents a tremendous amount of work and FTA greatly appreciates your efforts. Please contact our SMI Coordinator, Christian Hernandez, by phone at (213) 552-3494 or by email at Christian.hernandez@dot.gov with any questions.

Sincerely,



Joe DeLorenzo
Associate Administrator and
Chief Safety Officer
Office of Transit Safety and Oversight

cc: Peter Butler, Regional Administrator, FTA Region 1
Ryan Coholan, Chief Operating Officer, MBTA
Tim Lesniak, Chief Safety Officer, MBTA
Meredith Sandberg, Chief of Quality, Compliance, and Oversight, MBTA
Pat Lavin, Chief Safety Officer, Massachusetts Department of Transportation
Jamie Van Nostrand, Chair, Massachusetts Department of Public Utilities (DPU)
Robert Hanson, Rail Safety Director, DPU